

THE WESTIN

RESORT & SPA

WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Manager of People & Culture

REPORTS TO: Director of People & Culture

SUPERVISES: N/A

UPDATED: October 2017

OVERVIEW:

Work closely with Director of People & Culture in implementing, achieving and maintaining the hotel's and Marriott's goals and objectives. Major areas of responsibility include overall recruitment, labor relations, learning, development, benefit administration and organizational development.

MAJOR DUTIES & RESPONSIBILITIES:

- Responsible for overall recruitment of hourly & salary associates working with coordinator and director to ensure smooth fast process
- Coordinate with coordinator in house transfers of hourly associates
- Coordinate with director in-house promotions of salaried associates
- Responsible for preparing all offer letters
- Assist in exit interviews with hourly and salaried associates
- Prepare and analyze monthly turnover reports
- Support HR Coordinator in presenting new associate orientation
- Understand, implement and administrator BC Medical Service Plan, Extended Health Plan and RRSP's
- Managing STD/LTD claims
- Reconciliation of monthly bills BC Medical Services and Extended Health Plan to ensure correct billing.
- Internal/External job positing

- Liaise with Marketing to ensure Recruitment efforts are published on Social Media where appropriate
- Lead and direct the Health & Safety Task Force
- Weekly Recruitment update includes; overview of postings and their status's, departures and arrivals
- Actively participate in daily ops meetings and weekly extended ops meetings
- Lead the Associate Relations Committee (ARC)
- One on One orientations with new supervisors/managers
- Administer Employee Engagement Survey
- Provide strategic direction to all Service Culture programs w/ HRD
- Oversee the administration of Starwood One
- Ensure associates are trained in the safe work procedures associated with all of their tasks
- Promote safety awareness to associates and demonstrate that safe job performance is the number one priority
- Ensure compliance with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
- Ensure associates report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions
- Set a good safety example
- Maintain and ensure adherence to all HR Policies and Procedures.
- All other duties as assigned

SKILLS AND EXPERIENCE:

- Must be able to build and maintain credibility and relationships with customers (internal and external)
- Strong organization and planning skills
- Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
- Detailed knowledge of Whistler area and available services
- Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
- Supervisory skills
- Previous experience in a similar role in a similar size/type of property
- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
- Knowledge of the employment standards, federal and provincial laws
- Ability to focus and maintain attention to performance of tasks and to work and complete assignment on time despite frequent stressful, emergency, critical or unusual interruptions

- Ability to create, implement and monitor hotel and staff goals, strategies, policies and training
 - Basic knowledge of wage and salary, employment and benefit administration and payroll
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GENERAL REQUIREMENTS:

- CHRP designation is an asset
- Human Resources Management degree, diploma or certificate preferred
- Must be able to sit at a desk for up to 8 hours per day